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About Pinnacle Treatment Centers Ethics and Compliance Hotline

What is Pinnacle Treatment Centers Ethics and Compliance Hotline?

Pinnacle Treatment Centers Ethics and Compliance Hotline is a comprehensive and confidential reporting tool used to assist in the management and addressing fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment. You can report anonymously.

Why do we need a system like Pinnacle Treatment Centers Ethics and Compliance Hotline?

We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity. An effective reporting system will augment our other efforts to foster a culture of integrity and ethical decision-making.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With Pinnacle Treatment Centers Ethics and Compliance Hotline, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

The Ethics and Compliance Hotline is designed for employees to report any violation of our stated Code of Conduct, State/Federal laws or other concern you may have. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication.

If I see a violation, shouldn't I just report it to the Chief Compliance Officer, my manager, or human resources and let them deal with it?

When you observe some behavior that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have the Pinnacle

Treatment Centers Ethics and Compliance Hotline. We would rather you report anonymously than keep the information to yourself.

Where do these reports go? Who can access them?

Reports are entered directly into Pinnacle Treatment Centers Ethics and Compliance Hotline system, hosted externally, to prevent any possible breach in privacy. Pinnacle Treatment Hotline system makes these reports available only to the Chief Compliance Officer, Regional Compliance Director, and Compliance Officer within the Pinnacle Treatment Centers who are charged with investigating the report, based on the type of violation and location of the incident.

Reporting Security & Confidentiality

It is true that any report I send from a company computer generates a log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?

In accordance with Federal/State laws, Pinnacle Treatment Centers is committed not to pursue a reporter's identity. All employees, patients, vendors, contractors and students are encouraged to make a good faith report of an issue without fear of retaliation

Can I file a report from home and still remain anonymous?

Yes.

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the Hotline Web site.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Tips & Best Practices

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

Our company chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the patients, Pinnacle and all employees, including you. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

The Hotline system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report at the Pinnacle Treatment Centers Ethics and Compliance Hotline Web site or through the telephone number, you receive a unique user name and are asked to choose a password. You can return to the Hotline again either by Internet or telephone and access the original report to add more detail or answer questions posed by the Compliance Officer and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer the questions.

Are these follow-ups on reports as secure as the first one?

Yes.